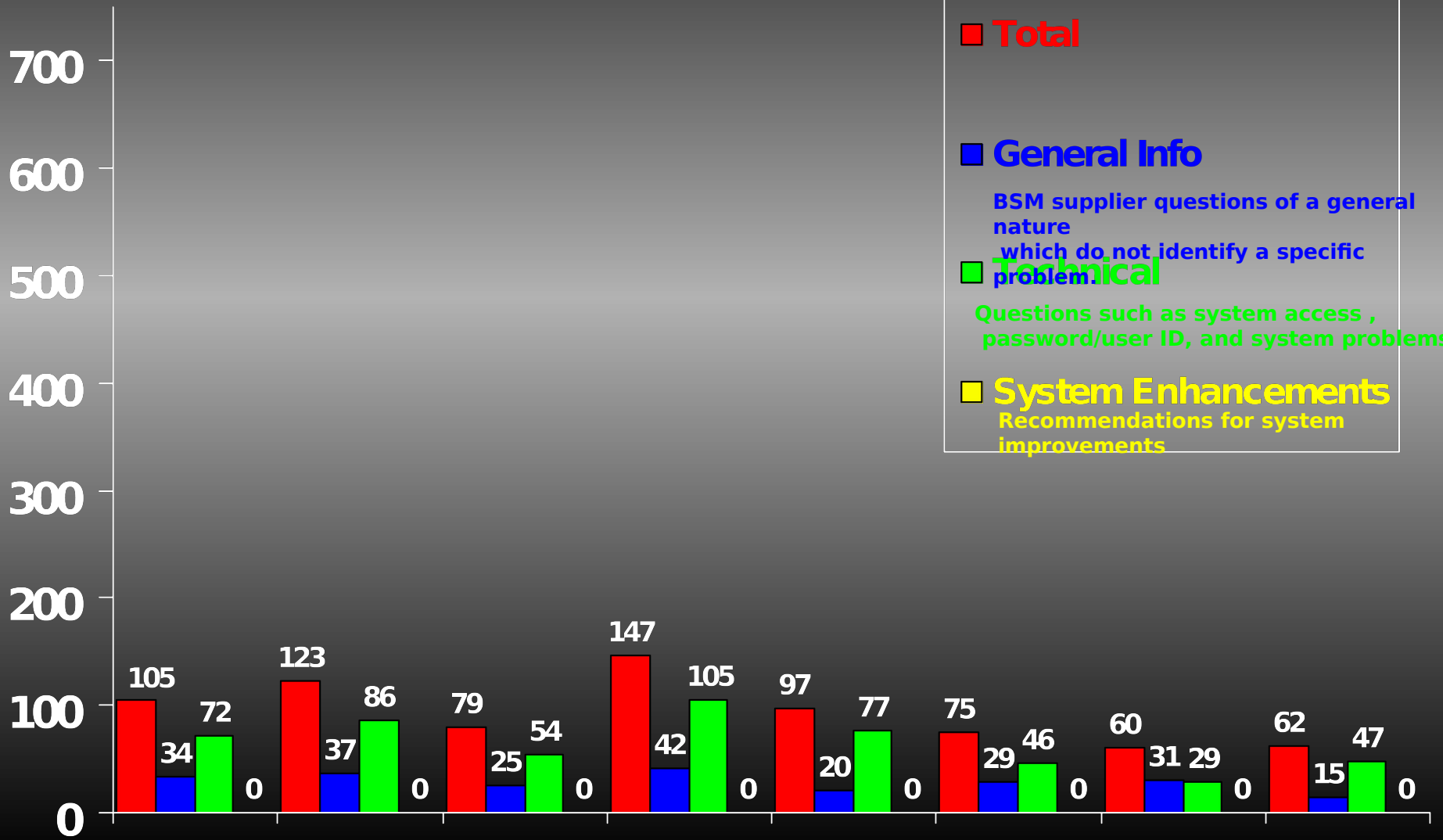




SRweb RELATED CONTACTS

As of 12 Feb 04

MONTHLY CONTACTS

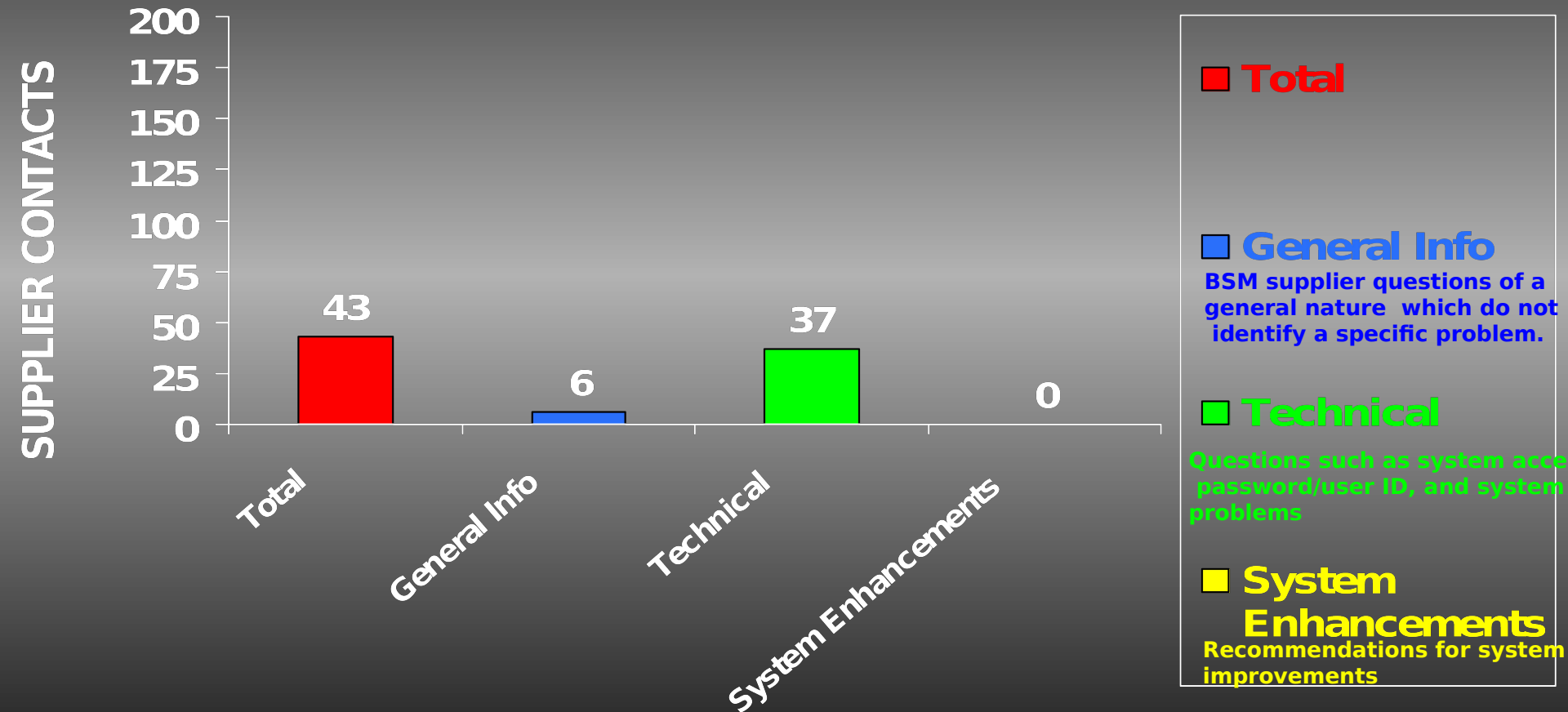


- **Total**
- **General Info**
BSM supplier questions of a general nature which do not identify a specific problem
- **Technical**
Questions such as system access , password/user ID, and system problems
- **System Enhancements**
Recommendations for system improvements



SRweb RELATED CONTACTS

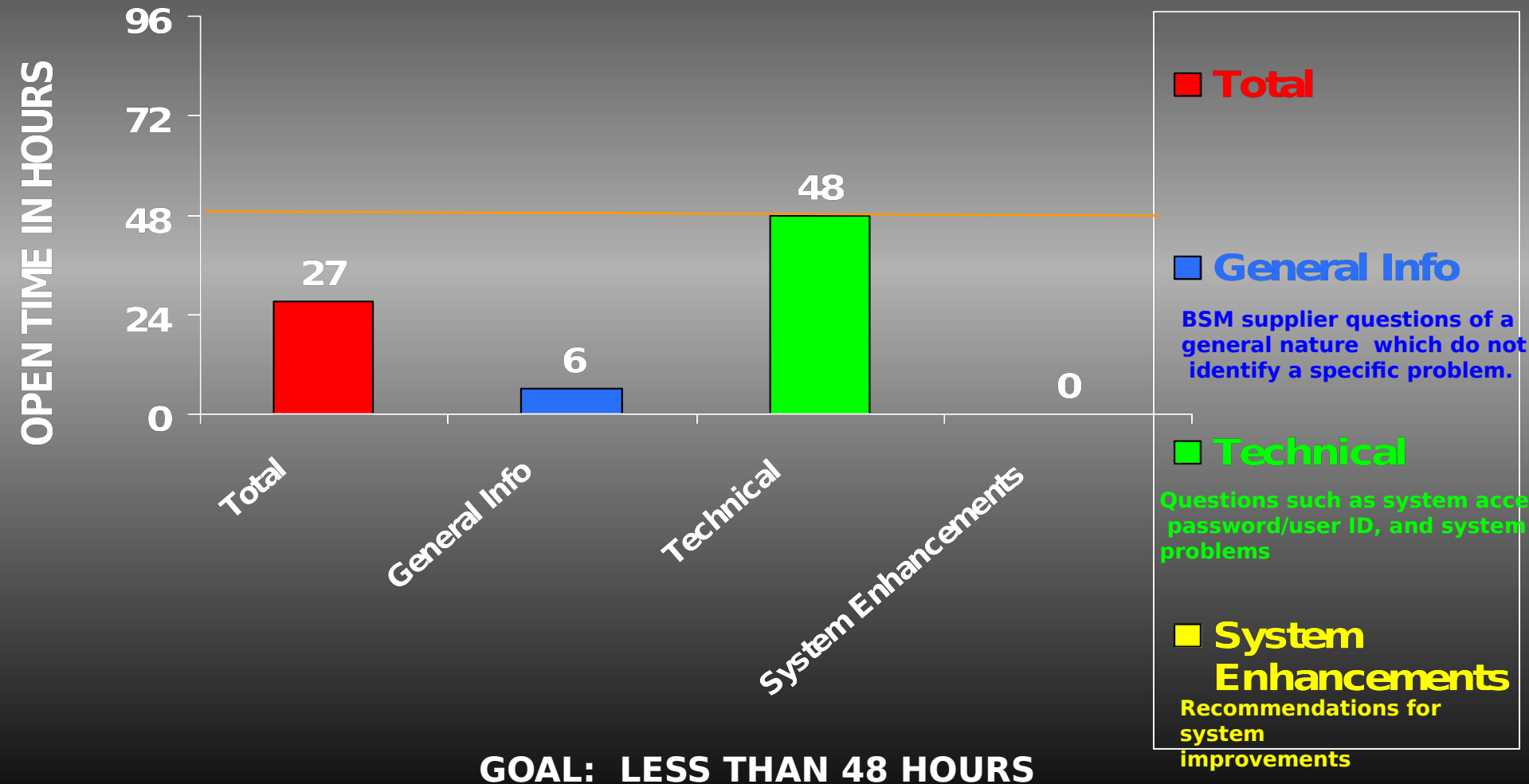
WEEK OF 6 - 12 Feb 04





SRweb ISSUES

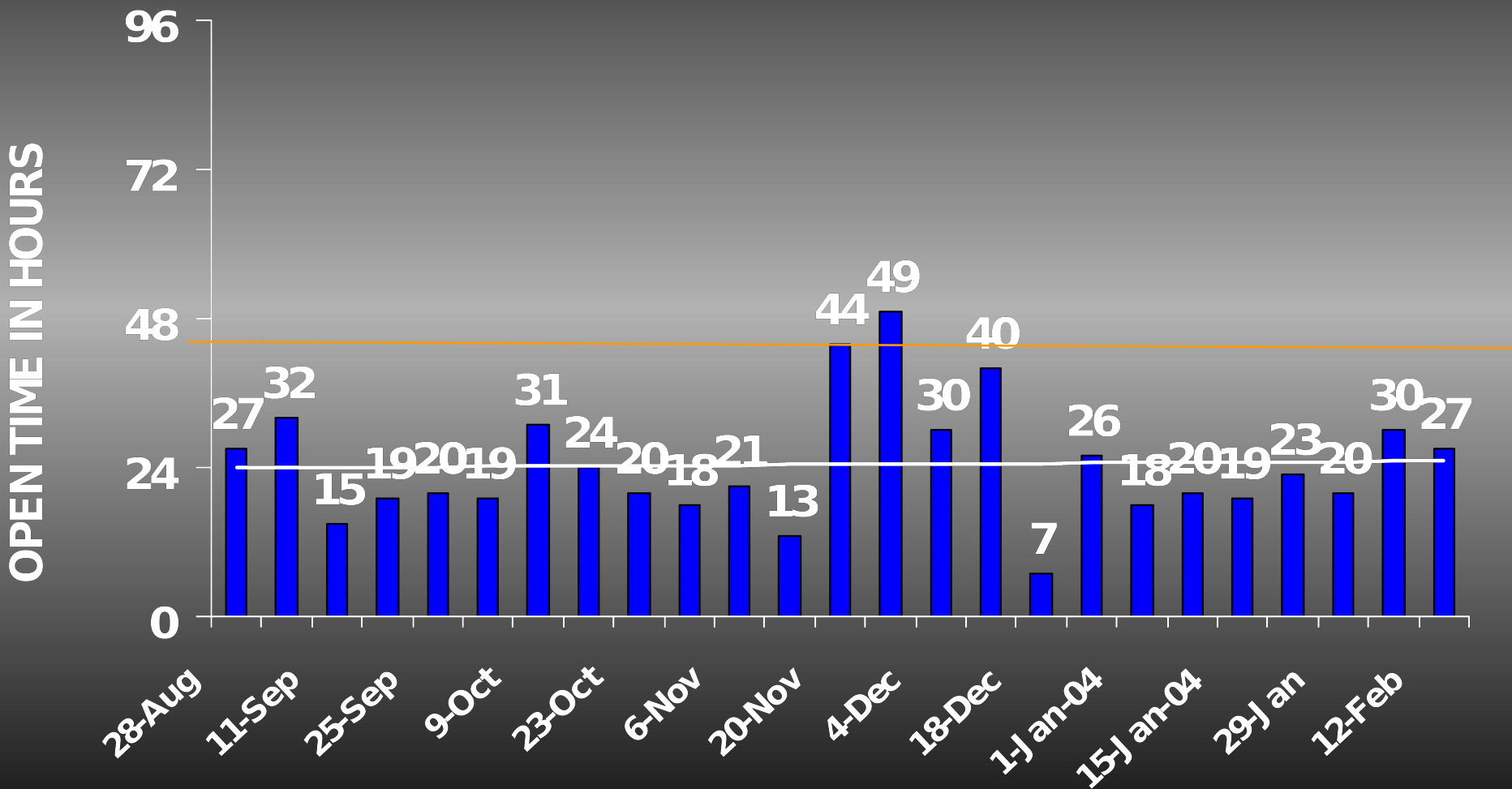
Average Resolution Time
6 - 12 Feb 04





SRweb ISSUES

Average Resolution Time (Trend)



GOAL: LESS THAN 48 HOURS



AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR
SUSPENSE

AS OF 6 - 12 Feb 04

